

JANUARY

*The time has come to stop pointing fingers and to start changing lives.
-- Steve Maraboli*

01/06 **EXCEL I** - Course# E168.038
Engage in hands-on learning to set up, format, and print spreadsheets.
Stan Wayne welcomes: All Staff - 9th Floor Data Center - 8:30 a.m. to 4:00 p.m.

01/06 **MANAGING CHANGE** - Course# S311.007
Take charge of change and how to apply it to every aspect of your professional and personal life.
Theresa Ferguson welcomes: All Staff - 25th Floor Meeting Room B - 8:30 a.m. to 4:00 p.m.

01/10 **TIME MANAGEMENT I** - Course# E290.021
Analyze how you use time, recognize time obstacles, and learn timesaving tips.
Drema Kirkling welcomes: All Staff - 25th Floor Training Room- 8:30 a.m. to 12:00 p.m.

01/11 **ACCESS I** - Course# E170.019
Learn the fundamental concepts to develop a database such as for client information.
Stan Wayne welcomes: All Staff - 9th Floor Data Center - 8:30 a.m. to 4:00 p.m.

01/11 **VIOLENCE IN THE WORKPLACE I** - Course# E230.032
Develop an awareness of the warning signs for potential violent situations.
Theresa Ferguson welcomes: All Staff - 25th Floor Training Room - 8:30 a.m. to 4:00 p.m.

01/12 **SEE, LOOK, AND FOCUS!** - Course# E460.011
Plan for short- and long-term professional growth, and set career goals.
Drema Kirkling welcomes: All Staff - 25th Floor Training Room- 8:30 a.m. to 4:00 p.m.

01/12 **EXCEL II** - Course# E169.020
Practice manipulating data by sorting and filtering; create and manipulate charts and explore additional features.
Stan Wayne welcomes: All Staff - 9th Floor Data Center - 8:30 a.m. to 4:00 p.m.

01/13 **FITNESS FOR ALL SEASONS** - Course# E475.002
Bring your water bottles for this class. You will learn how to be fit at work to enhance your work performance.
Theresa Ferguson welcomes: All Staff - 21st Floor Auditorium - 8:30 a.m. to 4:00 p.m.

01/18 **ACCESS II** - Course# E171.007
Learn additional concepts to create lean tables and establish relationships for data integrity.
Stan Wayne welcomes: All Staff - 9th Floor Data Center - 8:30 a.m. to 4:00 p.m.

01/19 **CAN WE TALK? IMPROVING YOUR COMMUNICATION** - Course# E250.021
Gain knowledge and skills to communicate effectively in organizational settings.
Drema Kirkling welcomes: All Staff - 25th Floor Training Room- 8:30 a.m. to 4:00 p.m.

01/19 **EXCEL III** - Course# E169.106
Learn several additional Excel features, including macros, importing/exporting data, advanced printing options, "what if analysis," creating/saving custom views, and creating Web documents for sharing Excel data.
Stan Wayne welcomes: All Staff - 9th Floor Data Center - 8:30 a.m. to 4:00 p.m.

01/20 **VIOLENCE IN THE WORKPLACE II** - Course# E235.017
Study topics about security issues, domestic violence and safety on the job.
Theresa Ferguson welcomes: All Staff - 25th Floor Training Room - 8:30 a.m. to 4:00 p.m.

01/21 **FREEDOM FROM JOB BURNOUT** - Course# E266.002
Take the load off yourself and others with creative ways to defeat job burnout.
Drema Kirkling welcomes: All Staff - 25th Flr. Meeting Room B - 8:30 a.m. to 12:00 p.m.

01/24 **ACCESS III** - Course# E172.002
Learn how to use a variety of queries to analyze, summarize, append, update, and delete data in your Access tables.
Stan Wayne welcomes: All Staff - 9th Floor Data Center - 8:30 a.m. to 4:00 p.m.

01/25 **WORD I** - Course# E160.152
Learn and practice some basic functions of this widely used word processing program.
Theresa Ferguson welcomes: All Staff - 9th Floor Data Center- 8:30 a.m. to 12:00 p.m.

01/25 **PROJECTING A PROFESSIONAL IMAGE** - Course# E465.008
Learn how to build a professional image and become more effective in workplace relationships.
Drema Kirkling welcomes: All Staff - 1st Floor Press Room - 8:30 a.m. to 12:00 p.m.

01/26 **POWERPOINT I** - Course# E167.034
Use PowerPoint to organize, illustrate, and deliver your ideas more effectively.
Drema Kirkling welcomes: All Staff - 9th Floor Data Center- 8:30 a.m. to 4:00 p.m.

01/26 **BREAKING THE CYCLE OF PROCRASTINATION** - Course# E420.002
Don't put this class off any longer. Learn how to stop procrastinating at work and meet those deadlines.
Theresa Ferguson welcomes: All Staff - 25th Floor Meeting Room B- 8:30 a.m. to 12:00 p.m.

01/27 **PRINCIPLES TO ENHANCE YOUR WRITTEN COMMUNICATION**- Course# E311.009
Review and apply specific writing techniques that can help or hinder your written documents.
Stan Wayne welcomes: All Staff - 25th Floor Training Room - 8:30 a.m. to 4:00 p.m.

01/27 **MULTICULTURAL AWARENESS I** - Course# E210.031
Study cultural differences and biases, and learn how to promote better communication with everyone.
Theresa Ferguson welcomes: All Staff -25th Floor Meeting Room B- 8:30 a.m. to 4:00 p.m.

FEBRUARY

*Motivation is when your dreams put on work clothes.
-- Ben Franklin*

02/02 **GET READY, GET SET, GET ORGANIZED!** - Course# E293.002
Learn and practice effective techniques to create order out of disorder.
Drema Kirkling welcomes: All Staff - 25th Floor Meeting Room B - 8:30 a.m. to 4:00 p.m.

02/02 **OUTLOOK I** - Course# E165.038
Review the tools that will allow you to effectively and efficiently use your e-mail to communicate with others.
Stan Wayne welcomes: All Staff - 9th Floor Data Center - 8:30 a.m. to 4:00 p.m.

02/02 **BECOMING AN EFFECTIVE LEADER** - Course# S332.006
Discover 10 power points on how to become a dynamic leader.
Theresa Ferguson welcomes: All Staff - 25th Floor Training Room - 8:30 a.m. to 12:00 p.m.

02/03 **ARE YOUR NONVERBALS SHOWING THE WAY YOU THINK?** - Course# E251.009
Positively present yourself nonverbally to others when interacting, and learn how to interpret others' nonverbal behavior.
Stan Wayne welcomes: All Staff - 25th Floor Metting Room B - 8:30 a.m. to 4:00 p.m.

02/07 **THE CUSTOMER SERVICE CONNECTION I** - Course# E285.037
Learn how to determine customer needs, build relationships, improve service, and provide satisfaction.
Drema Kirkling welcomes: All Staff - 25th Floor Training Room - 8:30 a.m. to 12:00 p.m.

02/08 **EFFECTIVE TEAMWORK** - Course# S302.010
Learn to be a team player to help you be happier, accomplish more, and use resources better.
Theresa Ferguson welcomes: All Staff - 25th Floor Training Room- 8:30 a.m. to 4:00 p.m.

02/08 **ETHICS** - Course# E240.043
Learn about the Ohio Ethics Law and Commission, related statutes, and what is and is not ethical behavior in your County job.
Stan Wayne welcomes: All Staff - Meeting Room B 25th Flr - 8:30 a.m. to 12:00 p.m.

02/09 **ANGER CONTROL** - Course# E225.024
Learn to control and respond to anger effectively for positive results.
Drema Kirkling welcomes: All Staff - 25th Floor Training Room - 8:30 a.m. to 12:00 p.m.

02/10 **REFINING YOUR TELEPHONE SKILLS**- Course# E287.011
Learn how to use the telephone effectively to create positive impressions of yourself and your business.
Stan Wayne welcomes: All Staff - 25th Floor Training Room- 8:30 a.m. to 4:00 p.m.

02/10 **WORD II** - Course# E160.250
Learn and practice intermediate word processing features such as columns, tables, and clipart.
Theresa Ferguson welcomes: All Staff - 9th Floor Data Center - 8:30 a.m. to 4:00 p.m.

02/15 **CONDUCTING EFFECTIVE BUSINESS MEETINGS** - Course# S-221.009
Make your meetings more successful as a leader and participant.
Stan Wayne welcomes: All Staff - 25th Floor Training Room - 8:30 a.m. to 12:00 p.m.

02/15 **ATTITUDES CAN SHAPE YOUR LIFE** - Course# E260.010
Focus on how attitudes impact our lives while on the job.
Theresa Ferguson welcomes: All Staff - 25th Floor Meeting Room B - 8:30 a.m. to 12:00 p.m.

02/16 **POWERPOINT II** - Course# E167.219
Learn advanced PowerPoint features such as using templates, multimedia, and interactive capability.
Drema Kirkling welcomes: All Staff - 9th Floor Data Center - 8:30 a.m. to 4:00 p.m.

02/17 **WINDOWS 2000** - Course# E163.015
Review the tools in your operating system to perform computer tasks more efficiently.
Stan Wayne welcomes: All Staff - 9th Floor Data Center - 8:30 a.m. to 4:00 p.m.

02/17 **EFFECTIVE PRESENTATIONS** - Course# E120.022
Learn specific techniques for how to plan, prepare, and deliver presentations.
Theresa Ferguson welcomes: All Staff - 25th Floor Training Room - 8:30 a.m. to 4:00 p.m.

02/18 **HOW TO WORK AS A TEAM** - Course# E270.013
Get a fresh perspective on how to work together as an effective team.
Drema Kirkling welcomes: All Staff - 25th Floor Training Room - 8:30 a.m. to 12:00 p.m.

02/23 **DEALING WITH DIFFICULT PEOPLE** - Course# E295.022
Learn strategies for dealing with difficult people to increase productivity and customer satisfaction.
Theresa Ferguson welcomes: All Staff - 25th Floor Training Room - 8:30 a.m. to 12:00 p.m.

02/23 **WOMEN'S WAYS OF LEADERSHIP** - Course# E490.004
Identify and affirm individual strengths that support your leadership roles and professional aspirations.
Drema Kirkling welcomes: All Staff - 25th Floor Meeting Room B - 8:30 a.m. to 4:00 p.m.

02/24 **OUTLOOK II** - Course# E165.125
Learn how to use Outlook's other features to help you manage your time and communication activities.
Stan Wayne welcomes: All Staff - 9th Floor Data Center - 8:30 a.m. to 4:00 p.m.

02/24 **SUPERVISOR SPOTLIGHT: DOCUMENTATION** - Course# S281.002
Equip yourself with tools to produce effective and thorough documentation.
Drema Kirkling welcomes: Management Staff - 1st Flr Press Room - 8:30 a.m. to 12:00 p.m.

02/28 **WRITING EFFECTIVE BUSINESS LETTERS** - Course# E313.209
Use a hands-on approach to format and write effective business or personal letters that get results.
Stan Wayne welcomes: All Staff - 9th Floor Data Center - 8:30 a.m. to 4:00 p.m.

MARCH

*Behold the turtle. He makes progress only when he sticks his next out.
-- George Halas*

03/02 **SEXUAL HARASSMENT AWARENESS** - Course# E220.035
Understand the dynamics of sexual harassment, its legal definition and how to prevent it.
Drema Kirkling welcomes: All Staff - 25th Floor Training Room - 8:30 a.m. to 4:00 p.m.

03/03 **LEADERSHIP AND CONFLICT RESOLUTION** - Course# S320.014
Learn effective steps on how to resolve conflict with confidence.
Theresa Ferguson welcomes: All Staff - 25th Floor Training Room- 8:30 a.m. to 12:00 p.m.

03/07 **EMPLOYEES GUIDE TO EMPLOYMENT LAW**- Course# E480.006
Gain an understanding of employment law and how it affects you.
Drema Kirkling welcomes: All Staff - 25th Floor Training Room - 8:30 a.m. to 4:00p.m.

03/08 **WORD III** - Course# E160.333
Learn and practice advanced word processing features; templates, mail merge, labels and envelopes.
Theresa Ferguson welcomes: All Staff - 9th Floor Data Center - 8:30 a.m. to 4:00 p.m.

03/08 **GRAPPLING WITH GRAMMAR** - Course# E305.008
Learn how to remove grammar obstacles from your writing that may irritate readers and lessen your credibility.
Stan Wayne welcomes: All Staff - 25th Floor Training Room - 8:30 a.m. to 4:00 p.m.

03/09 **THE CUSTOMER SERVICE CONNECTION II** - Course# E286.010
Make a difference by achieving extraordinary customer relations.
Drema Kirkling welcomes: All Staff - 25th Floor Training Room - 8:30 a.m. to 4:00 p.m.

03/10 **PUNCTUATION WITH A PURPOSE** - Course# E310.611
Review the basic rules of punctuation so readers can glide through your written documents with ease.
Stan Wayne welcomes: All Staff - 25th Floor Training Room- 8:30 a.m. to 4:00 p.m.

03/15 **KEYS TO YOUR NEXT PROMOTION** - Course# E455.014
Learn the tools to be a valuable agency asset and help you climb the corporate ladder.
Theresa Ferguson welcomes: All Staff - 25th Floor Meeting Room B - 8:30 a.m. to 4:00 p.m.

03/15 **THE SUCCESSFUL SUPERVISOR: FOUNDATIONS OF SUPERVISING** - Course# S101.012
Equip yourself with a tool-kit of essential skills needed to be a successful supervisor.
Drema Kirkling welcomes: Management Staff - 25th Flr. Training Rm - 8:30 a.m. to 4:00 p.m.

03/17 **WRITING EFFECTIVE MEMOS AND EMAIL** - Course# E312.012
Use a hands-on approach to format and write effective business or personal letters that get results.
Stan Wayne welcomes: All Staff - 9th Floor Data Center - 8:30 a.m. to 4:00 p.m.

MARCH

Circumstances may cause interruptions and delays, but never lose sight of your goal.
-- Mario Andretti

03/17 **SELF ESTEEM** - Course# E280.020
This workshop is designed to enhance self-esteem as it relates to job performance.
Theresa Ferguson welcomes: All Staff - 25th Floor Training Room - 8:30 a.m. to 12:00 p.m.

03/21 **STRESS MANAGEMENT: RELEASE THE POSSIBILITIES** - Course# E262.007
Learn practical techniques to help you identify and effectively handle stress on and off the job.
Drema Kirkling welcomes: All Staff - 25th Floor Training Room- 8:30 a.m. to 12:00 p.m.

03/22 **COACHING FOR IMPROVED PERFORMANCE** - Course# S210.011
Learn a systematic coaching process to assess employee performance and encourage improvement.
Theresa Ferguson welcomes: Management Staff - 25th Floor Training Room - 8:30 a.m. to 4:00 p.m.

03/23 **THE PEOPLE PUZZLE** - Course# E253.004
Improve and develop your workplace relationships through an understanding of personality and communication styles.
Drema Kirkling welcomes: All Staff - 25th Floor Meeting Room B- 8:30 a.m. to 4:00 p.m.

03/23 **FAMILY MEDICAL LEAVE ACT** - Course# S225.030
Review and become comfortable with the content and application of this law in your work setting.
Stan Wayne welcomes: All Staff - 25th Floor Training Room - 8:30 a.m. to 12:00 p.m.

03/24 **AMERICANS WITH DISABILITIES ACT** - Course# S230.015
Explore the ADA and implications for business and government settings.
Stan Wayne welcomes: All Staff - 25th Floor Training Room - 8:30 a.m. to 12:00 p.m.

03/24 **FITNESS FOR ALL SEASONS** - Course# E475.003
Bring your water bottles for this class. You will learn how to be fit at work to enhance your work performance.
Theresa Ferguson welcomes: All Staff - 1st Floor Auditorium- 8:30 a.m. to 4:00 p.m.

03/29 **ENHANCE YOUR LISTENING SKILLS** - Course# E257.009
Emphasize the importance and improvement of listening skills through activities and roleplays.
Stan Wayne welcomes: All Staff - 25th Floor Training Room - 8:30 a.m. to 4:00 p.m.

03/30 **WHERE ARE MY KEYS?** - Course# E180.001
Put all your fingers to use when you type and stop the single finger PECK! Build your key-boarding skills to become more efficient on the computer.
Drema Kirkling welcomes: All Staff - 9th Floor Data Center- 8:30 a.m. to 4:00 p.m.

03/30 **PROGRESSIVE DISCIPLINE** - Course# S340.017
Learn the method of correcting work deficiencies using the progressive discipline process.
Theresa Ferguson welcomes: Management Staff - 25th Floor Meeting Room B - 8:30 a.m. to 4:00 p.m.

GET AN EARLY START!

All Classes begin at 8:30 a.m.

(Full Day 8:30 to 4:00)

(Half Day 8:30 to 12:00)

REGISTER ONLINE:

www.co.franklin.oh.us/training

Confirmation notices will be mailed 1 week prior to training date.
Thank you!

Recommendations to help you maximize your training day:

- Arrive promptly to training site, prepared to learn. Return promptly from lunch and breaks as well.
- Turn off all mechanical devices such as pagers and cellular telephones.
- Participate actively--research indicates people remember **20%** of what they hear, **20%** of what they see, **70%** of what they say and **90%** of what they do.
- Be sensitive to the training needs of others. Talking and/or paper shuffling during a presentation is disruptive and prevents you from learning valuable information.
- Plan how you will use the information learned in your daily workload assignments (transfer of learning)
- Assist the trainer and our department by thoroughly completing an evaluation of training and discard any unwanted items left in the training area.
- Most importantly, enjoy your learning experience!

EMPLOYEE INFORMATION SESSIONS

County Commissioners of Ohio Deferred Compensation Program
Thursday, January 27, 2005 -- 9:00 a.m. until 11:30 a.m.
Memorial Hall - East Conference Room -- 280 E. Broad Street

Ohio Public Employees Deferred Compensation Program
Wednesday, February 2, 2005 -- 10:00 a.m. **OR** 1:30 p.m.
Press Room, 1st Floor -- Courthouse, 373 S. High Street

County Commissioners of Ohio Deferred Compensation Program
Thursday, February 3, 2005 -- 10:00 a.m. **OR** 1:30 p.m.
Press Room, 1st Floor -- Courthouse, 373 S. High Street

OPERS General Information Session
Wednesday, March 2, 2005 -- 9:30 a.m. until 11:00 a.m.
Memorial Hall - East Conference Room -- 280 E. Broad Street

OPERS General Information Session
Thursday, March 3rd -- 9:30 a.m. **OR** 1:30 p.m.
Meeting Room B, 25th Floor -- Courthouse, 373 S. High Street

OPERS How to Select Your Ohio PERS Retirement Plan
New OPERS members have 180 days from date of hire to select one of three Ohio PERS retirement plans. The Ohio PERS Education Team will present this seminar on selecting the plan that is right for you.

Thursday, March 31, 2005
8:30a.m. **OR** 1:30pm
Meeting Room B, 25th Floor - Courthouse, 373 S. High Street

***OPERS Retirement Readiness Seminar**
A seminar for employees within 12 - 18 months of retirement. OPERS benefits are discussed along with the documentation and paperwork needed for processing pension benefits.

Thursday, April 14, 2005
8:00 a.m. until 12:00 noon
1st Floor Auditorium - Courthouse, 373 S. High Street

***Very Important:**
A registration form must be completed prior to attending this seminar. Request the form TODAY by contacting Betty Taylor at 462-6010 or eataylor@co.franklin.oh.us. Completed forms must be returned to Human Resources no later than Friday, January 21, 2005. OPERS then prepares individualized packets for each person registered, using the information provided. The packets will be distributed at the seminar.

To request additional copies of this brochure email: Training@co.franklin.oh.us
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The County Trainer



Winter Quarter

January 1 - March 31, 2005

Franklin County Department of Human Resources Training Division

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